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AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

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October 20, 2003

TO: Supervisor Yvonne Brathwaite Burke, Chair  
Supervisor Gloria Molina  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley   
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORTS – FERREE'S  
GROUP HOME, INC., SITES #3 AND #5**

We have completed a review of Ferree's Group Homes #3 (Ferree's #3) and Ferree's Group Homes #5 (Ferree's #5). Ferree's #3 and Ferree's #5 are State licensed and contracted with the Los Angeles County Department of Children and Family Services (DCFS). Both sites are 6-bed facilities located in Riverside County that provide care for children ages 12-17 years who exhibit emotional and behavioral difficulties. At the time of the monitoring visit, Ferree's #3 was providing services for one Los Angeles County DCFS child, four San Bernardino County DCFS children and one Riverside County DCFS child. Ferree's #5 was providing services for two Los Angeles County DCFS children, three Riverside County DCFS children and one San Bernardino County DCFS child.

**Scope of Review**

The purpose of the review was to verify that the two agencies are providing services outlined in their Program Statements. Additionally, the review covered basic child safety and licensing issues. The review included an evaluation of each home's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with one Los Angeles County child placed in each of the respective homes at the time of the reviews. The interviews with the residents were designed to obtain their perspectives on the program services provided by each home and to ensure adherence with the Foster Youth Bill of Rights.

### **Summary of Findings**

Generally, both homes were providing the services outlined in their Program Statements. However, we did note some areas where improvements are needed.

#### **Ferree's #3**

Ferree's #3 needs to repair/replace the carpet in resident bedroom number two; improve its Needs and Services Plans; and counsel and monitor staff regarding their treatment of residents.

#### **Ferree's #5**

Ferree's #5 needs to repair the wall in the hallway; replace the missing light fixture in resident bedroom number 2; repair the pool table and provide cues; and improve its Needs and Services Plans.

Attached are detailed reports of the findings for each home.

### **Review of Report**

We discussed our report with the Agency's management. The Agency's management has agreed to provide DCFS with a written corrective action plan within fifteen business days of this report. We thank Ferree's Group Homes, Inc., management and staff for their cooperation during our review.

If you have any questions, please contact me, or have your staff contact Patrick McMahon at (213) 974-0729.

JTM:PM:CC

Attachment

c: David E. Janssen, Chief Administrative Officer  
Violet Varona-Lukens, Executive Officer  
Public Information Office  
Audit Committee  
David Sanders, Ph.D., Director, DCFS  
Richard Shumsky, Chief Probation Officer

**FERREE'S GROUP HOME, INC.**  
**Ferree's Group Homes #3**  
**2269 West Nicolet**  
**Banning, CA 92220**  
**Phone: (909) 849-2338**  
**License No.: 336400048**  
**Rate Classification Level: 11**

**I. FACILITY AND ENVIRONMENT**

*(Facility Based - No Sample)*

**Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: One**

**Comments:**

Ferree's #3 is located in a suburban neighborhood and blends in well with the other homes on the street. Overall, the exterior of the GH and the surrounding grounds were clean and comfortable.

The interior of the home was nicely maintained. The residents' bedrooms were comfortable, well decorated, and clean. The residents were able to personalize their bedrooms by posting pictures and personal items on the walls. However, in bedroom number two, the carpet is frayed and has burn marks.

The agency had a variety of athletic and educational supplies, including exercise equipment, video games, board games, books, and a computer.

The resident reported an overall satisfaction with his bedroom and the facility.

The food supply was adequate with open foods properly stored to prevent spoilage.

**Recommendation**

- 1. Ferree's #3 management repair/replace carpet in bedroom number two.**

**II. PROGRAM SERVICES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: One**

**Comments:**

Ferree's #3 provides and documents the program services provided to its residents. The resident had the required initial assessment in his file that was thorough, detailed,

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**COUNTY OF LOS ANGELES**

and focused on several aspects of his assessment needs.

The resident's Needs and Services Plan (NSP) was detailed and specific, but the goals were not measurable and achievable. Input from the resident and his authorized representative was included in the NSP.

The resident's Quarterly Report was current, detailed, comprehensive, and addressed the child's therapeutic, residential, educational, and social goals.

The resident was receiving extensive clinical services in a variety of therapeutic milieus. In addition to group and individual therapy conducted by social work staff or contractors as described in the program statement, psychiatric, behavioral, and psychological treatments were provided on regular weekly or more frequent basis.

### **Recommendation**

- 2. Ferree's #3 management develop Needs and Services Plans that have measurable and achievable goals.**

## **III. EDUCATIONAL AND EMANCIPATION SERVICES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: One**

### **Comments:**

Ferree's #3 documented the education and emancipation services provided to its residents. Copies of progress reports, report cards, and other school correspondence were maintained in the resident's file. The resident stated that the agency provided adequate educational support, educational resources, and daily cognitive stimulation.

The resident reported that he was taught activities for daily living, self-help, and survival skills and provided with emancipation and vocational training programs.

### **Recommendations**

**There are no recommendations for this section.**

## **IV. RECREATION AND ACTIVITIES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: One**

**Comments:**

Ferree's #3 provided appropriate recreational activities to its residents. The resident expressed satisfaction with the variety and the quantity of activities provided by the agency and stated that the recreation schedules are followed and implemented.

Local community organizations are utilized for recreation and program resources, and the resident reported that he participates in the planning of activities. The resident reported that he is able to participate in self-selected activities and that transportation is provided to and from activities.

**Recommendations**

**There are no recommendations for this section.**

**V. PSYCHOTROPIC MEDICATION****Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: There was one Los Angeles County resident placed in the agency at the time of the review. A review of case files was not conducted as the Los Angeles County resident was not prescribed psychotropic medication.**

**Comments:**

According to management, the Los Angeles County resident was not receiving psychotropic medication.

**Recommendations**

**There are no recommendations for this section.**

**VI. PERSONAL RIGHTS****Method of assessment – Resident interviews**

**Sample size for resident interviews: One**

**Comments:**

Ferree's #3 ensures that the personal rights of its residents are respected. The resident expressed satisfaction with the facility and the staff stating that the home generally has a fair and respectful atmosphere.

The child stated that he felt safe in the home and that there was no interference with daily living functions. The resident reported satisfaction with the taste of the food.

The resident reported that the staff supervises them appropriately and expressed a certain level of satisfaction with the quality of his interactions with staff. Stating that most of the staff was fair and respectful in their interactions with the residents, the resident reported that some staff are sometimes moody with negative attitudes and abrupt in their interactions with the children.

The resident reported that his privacy is respected and that he is able to contact his CSW and attorney at any time.

The resident stated that he receives appropriate medical care, is informed about the medications he is taking, and that there is ample support from the staff and medical personnel about all health issues. The resident reported that he was aware of his right to refuse medication.

### **Recommendations**

3. **Ferree's #3 management counsel staff regarding their treatment of the children and monitor their behavior towards residents.**

## **VII. CLOTHING AND ALLOWANCE**

### **Method of assessment – Review of relevant documents and resident interviews**

#### **Sample size for resident interviews: One**

#### **Comments:**

Ferree's #3 provides appropriate clothing, items of necessity and allowances to the residents. Ferree's #3 supplies residents with the required monthly clothing allowance in the amount of fifty dollars, and residents are given the opportunity to select his own clothes. Clothing provided to residents is of good quality and of sufficient quantity. The residents are provided with a fair minimum weekly allowance.

Ferree's #3 provides residents with adequate personal care items and sufficient, secure space to store their personal items.

The resident had a life book.

### **Recommendations**

**There are no recommendations for this section.**

**FERREE'S GROUP HOME, INC.**  
**Ferree's Group Home #5**  
**860 S. 22<sup>nd</sup> Street**  
**Banning, CA 92220**  
**Phone: (909) 849-2338**  
**License No.: 336402245**  
**Rate Classification Level: 11**

**I. FACILITY AND ENVIRONMENT**

*(Facility Based - No Sample)*

**Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: One**

**Comments:**

Ferree's #5 is located in a suburban neighborhood and blends in well with the other homes on the street. Overall, the exterior of the facility and the surrounding grounds was clean and comfortable.

The interior of the home was nicely maintained. The residents' bedrooms are comfortable, well decorated, and clean. The residents were able to personalize their bedrooms by posting pictures and personal items on the walls. However, there were a couple of areas needing improvement.

One of the corners in the hallway was chipped, and in bedroom number two, a light fixture cover was missing.

The agency had a variety of athletic and educational supplies, including exercise equipment, video games, board games, books, and a computer. However, the pool table was damaged and there were no pool cues.

The resident reported an overall satisfaction with his bedroom and the facility.

The food supply was adequate with open foods properly stored to prevent spoilage.

**Recommendations**

- 1. Ferree's #5 management:**
  - a. Repair chipped corner in the hallway.**
  - b. Replace missing light fixture cover in bedroom number two.**
  - c. Repair damaged pool table and replace cues.**

## **II. PROGRAM SERVICES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for case reviews: Two**

**Sample size for resident interviews: One (one resident did not want to be interviewed)**

### **Comments:**

Ferree's #5 documents the program services provided to its residents. Both residents had the required initial assessments in their files that were thorough, detailed, and focused on several aspects of their assessment needs.

Both residents had Needs and Services Plans (NSPs) that were detailed and specific, but the goals were not measurable and achievable. Also, the residents and their authorized representatives did not participate in the development of the NSPs.

The Quarterly Reports for both residents were detailed, comprehensive, and addressed their therapeutic, residential, educational, and social goals.

Both residents were receiving extensive clinical services in a variety of therapeutic milieus. In addition to group and individual therapy conducted by social work staff or contractors as described in the program statement, psychiatric, behavioral, and psychological treatments were provided on regular weekly or more frequent basis.

### **Recommendations**

#### **2. Ferree's #5 management:**

- a. Develop Needs and Services Plans that have measurable and achievable goals.**
- b. Include each resident and their representative in the development and update of the Needs and Services Plan.**

## **III. EDUCATIONAL AND EMANCIPATION SERVICES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for case reviews: Two**

**Sample size for resident interviews: One**



**Comments:**

Ferree's #5 documented the education and emancipation services provided to its residents. Copies of progress reports, report cards, and other school correspondence were maintained in the residents' files. The resident reported that the agency provided adequate educational support, educational resources, and daily cognitive stimulation.

The residents are taught activities for daily living, self-help, and survival skills. They are also provided with emancipation and vocational training programs.

**Recommendations**

**There are no recommendations for this section.**

**IV. RECREATION AND ACTIVITIES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for case reviews: Two**

**Sample size for resident interviews: One**

**Comments:**

Ferree's #5 provides appropriate recreational activities to its residents. The resident expressed satisfaction with the variety and quantity of activities provided by the agency and stated that the recreation schedules are followed and implemented.

Local community organizations are utilized for recreation and program resources and the resident reported that he participates in the planning of the activities. The resident is able to participate in self-selected activities and stated that transportation is provided to and from activities.

**Recommendations**

**There are no recommendations for this section.**

**V. PSYCHOTROPIC MEDICATION**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: There were two Los Angeles County residents placed in the agency at the time of the review. A review of case files was not conducted as the Los Angeles County residents were not prescribed psychotropic medications.**

**Comments:**

According to management the Los Angeles County residents were not receiving psychotropic medication.

**Recommendations**

**There are no recommendations for this section.**

**VI. PERSONAL RIGHTS****Method of assessment – Resident interviews**

**Sample size for case reviews: Two**

**Sample size for resident interviews: One**

**Comments:**

Ferree's #5 ensures that the personal rights of its residents are respected. The resident expressed satisfaction with the facility and the staff and stated that the home generally has a fair and respectful atmosphere.

The resident stated that he felt safe in the home and that there was no interference with daily living functions. The resident reported a general level of satisfaction with the taste of the food.

The resident reported that the discipline policies were consistently enforced by all of the staff and that there were fair and appropriate consequences for inappropriate behavior. The resident also reported that the staff supervises them appropriately and expressed a certain level of satisfaction with the quality of his interactions with staff.

The resident reported that privacy is respected and that the children are able to contact their Children Social Workers and attorneys at any time.

The resident stated that he receives appropriate medical care, is informed about the medications that he is taking, and that there is ample support from the staff and medical personnel about all health issues.

The resident stated that he was aware of his right to refuse medication.

**Recommendations**

**There are no recommendations for this section.**

## **VII. CLOTHING AND ALLOWANCE**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for case reviews: Two**

**Sample size for resident interviews: One**

### **Comments:**

Ferree's #5 provides appropriate clothing, items of necessity and allowances to the residents. Ferree's #5 supplies its residents with the required monthly clothing allowance in the amount of fifty dollars, and residents are given the opportunity to select their own clothes. Clothing provided to the residents is of good quality and of sufficient quantity. The residents are provided with a fair minimum weekly allowance.

Ferree's #5 provides residents with adequate personal care items and sufficient, secure space to store their personal items.

The resident had a life book.

### **Recommendations**

**There are no recommendations for this section.**